



TECHNICAL SERVICE BULLETIN

Glove Compartment Door Difficult To Latch Or Misaligned

19-2341
15 November 2019

This bulletin supersedes 19-2285. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford 2015-2020 F-150

Summary

This article supersedes TSB 19-2285 to update the vehicle model years affected and Service Procedure.

Issue: Some 2015-2020 F-150 vehicles may exhibit a glove compartment door that is difficult to latch on one or both sides or appears misaligned along the storage tray or right side instrument panel when closed. This may be due to the position of the glove compartment storage tray rubber mat or the seating of the glove compartment door strikers or glove compartment door hinge pins. To correct the condition, follow the Service Procedure steps to reposition or adjust the affected component.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2015-2020 F-150
- Glove compartment door is difficult to latch on one or both sides or appears misaligned

Parts

Part Number	Description	Quantity
15060T10	Glove Compartment Door - Refer To The Parts Catalog For The VIN Specific Application	As Needed

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2015-2020 F-150: Inspect And Adjust Glove Compartment Door Following The Service Procedure (Do Not Use With Any Other Labor Operations)	192341A	0.3 Hrs.
2015-2020 F-150: Inspect, Adjust Glove Compartment Door Following The Service Procedure And Replace The Glove Compartment Door (Do Not Use With Any Other Labor Operations)	192341B	0.4 Hrs.

Repair/Claim Coding

Causal Part:	15060T10
Condition Code:	07

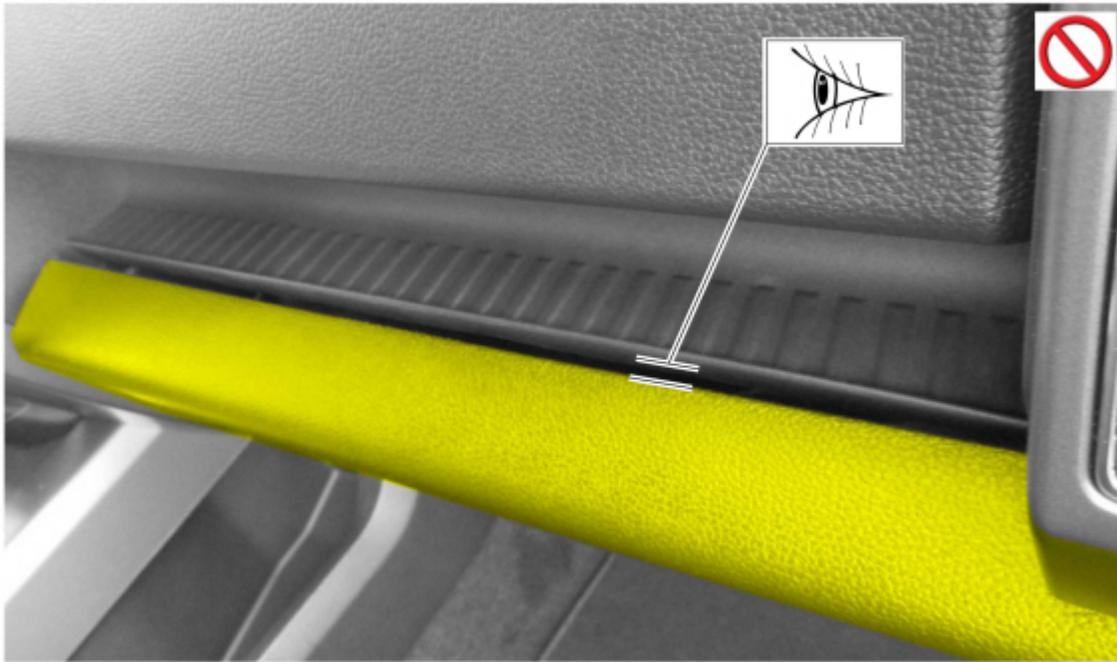
Service Procedure

1. Open and close the glove compartment door and inspect the glove compartment door in the closed position. Is the glove compartment door difficult to latch on one or both sides or does it exhibit a misalignment at the storage tray and/or right side instrument panel with no other visible defect? (Figures 1-4)

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to the Workshop Manual (WSM), Section 501-12 for normal diagnostics.

Figure 1

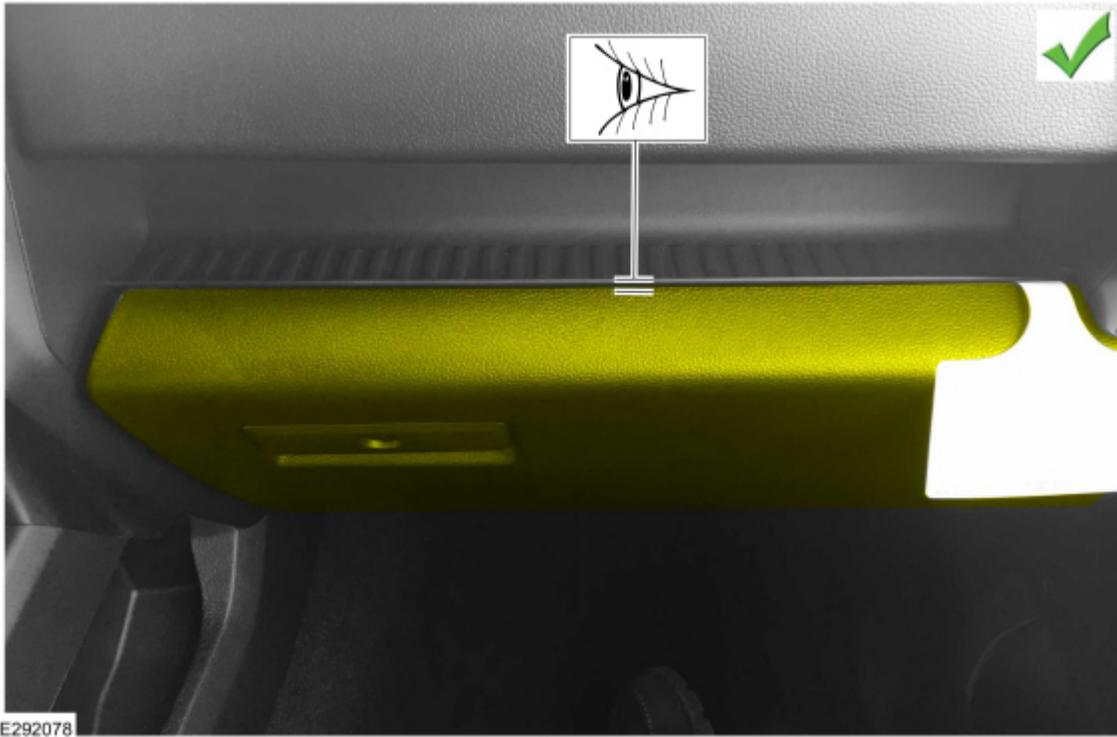


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Figure 2



Figure 3



E292078

Figure 4



2. Remove the bumpers from the glove compartment door and close it. Does the glove compartment door latch properly? (Figure 5)

(1). Yes - if the glove compartment door closes properly with the bumpers removed, the bumpers have taken a set in the door open position giving the appearance the glove compartment is warped.

Bumpers that have become set in the open position increase closing force and inhibit proper latching.

- Install the bumpers and close the glove compartment door fully. Make sure both sides are latched. Increased closing force may be required to properly latch the glove compartment door. Inform the customer that it takes 2 to 24 hours for the bumpers to become set in the closed position depending on ambient temperature.

(2). No - proceed to Step 3.

Figure 5



E292086

3. Inspect the glove compartment storage tray rubber mat. Is the mat properly seated and flush on both ends of the instrument panel? (Figures 6-7)

(1). Yes - proceed to Step 5.

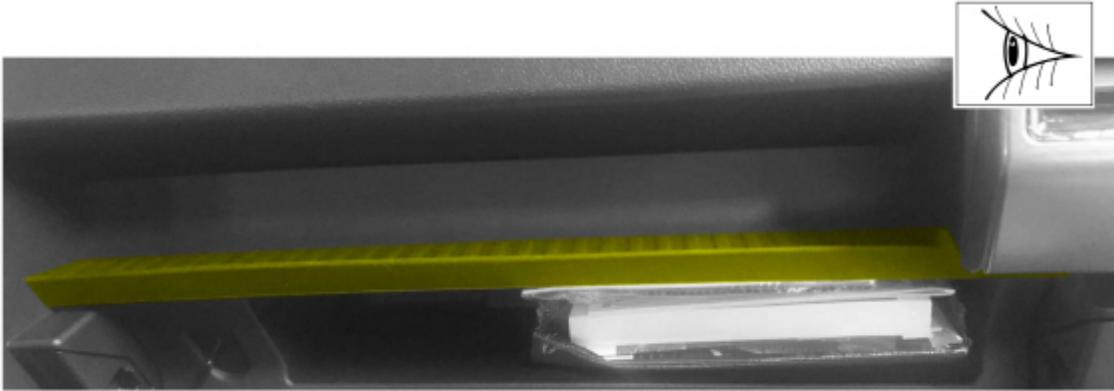
(2). No - proceed to Step 4.

Figure 6



E292080

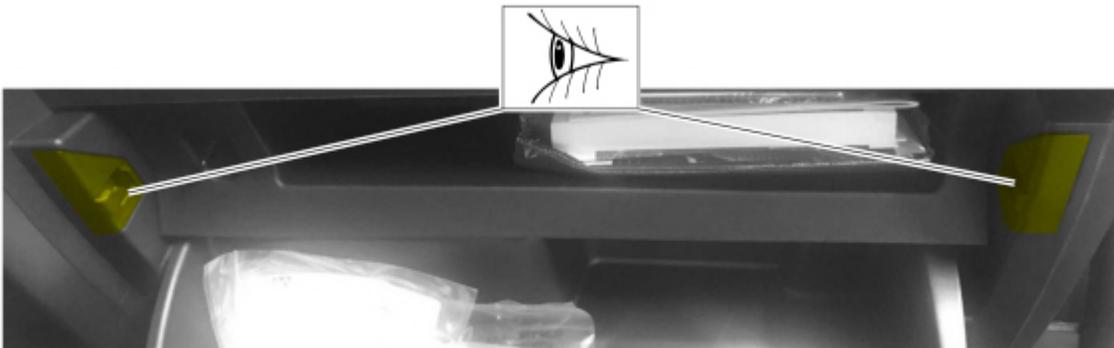
Figure 7



E292081

4. Remove the rubber mat and close the glove compartment door. Refer to WSM, Section 501-12. Does the glove compartment door close properly?
 - (1). Yes - the rubber mat was installed incorrectly. Install the rubber mat making sure the right side is properly tucked and seated to the instrument panel. Refer to WSM, Section 501-12. Proceed to Step 5.
 - (2). No - install the rubber mat and proceed to Step 5. Refer to WSM, Section 501-12.
5. Inspect the glove compartment door left and right hand strikers. Are the strikers fully seated? (Figures 8-10)
 - (1). Yes - proceed to Step 7.
 - (2). No - proceed to Step 6.

Figure 8

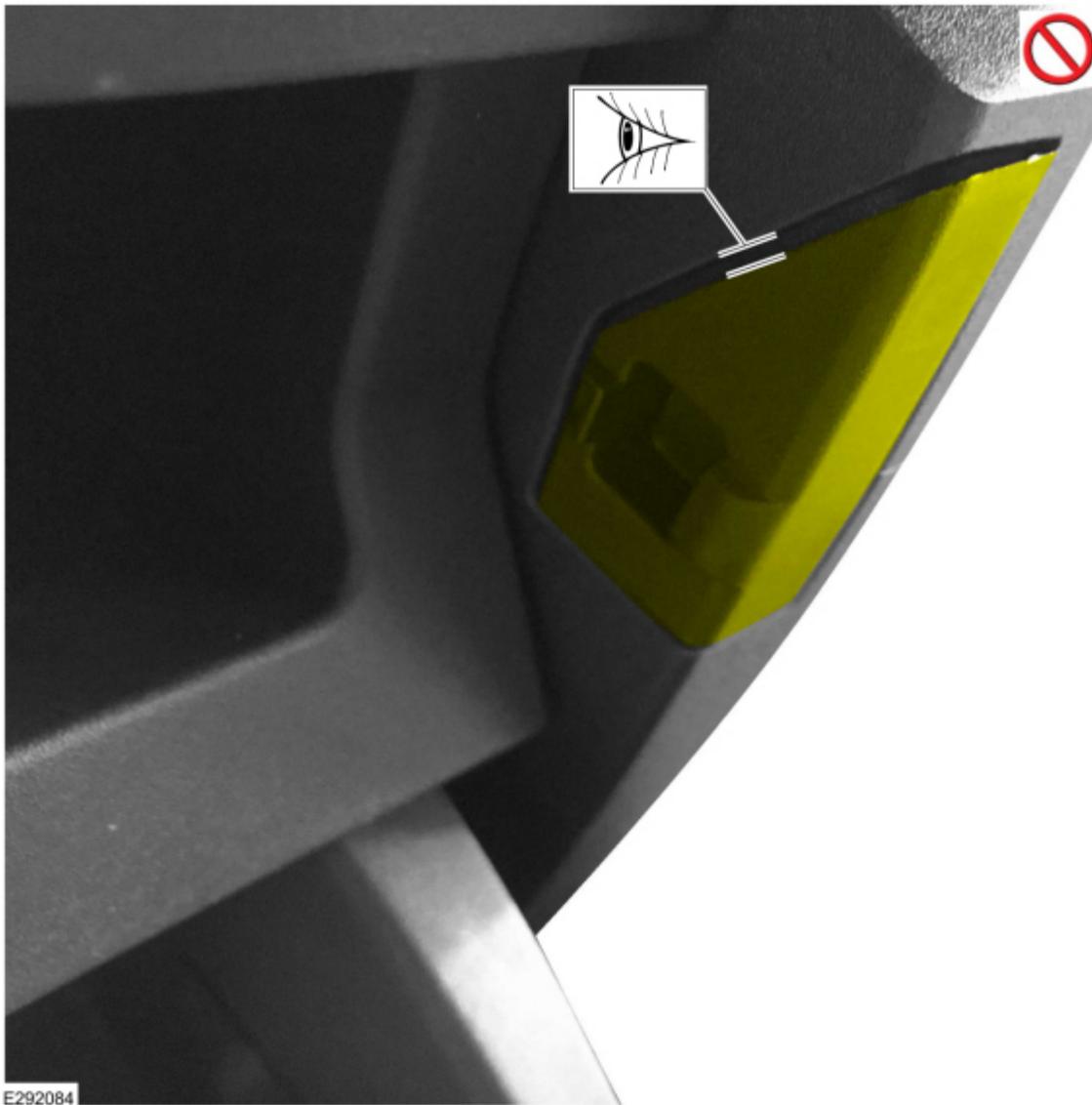


E292082

Figure 9

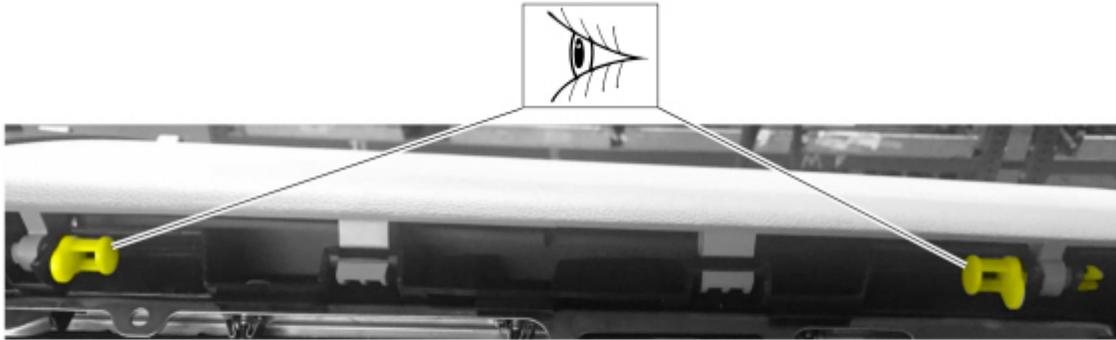


Figure 10



6. Remove the improperly installed striker using a non-marring pry tool and reinstall. Make sure the striker is fully seated.
7. Inspect the glove compartment door hinge pins. Are both pins fully seated? (Figure 11)
 - (1). Yes - proceed to Step 9.
 - (2). No - proceed to Step 8.

Figure 11



E292085

- 8.** Remove and reseal the hinge pins.
- 9.** Close the glove compartment door and inspect for proper alignment. Is the door properly aligned and latched on both sides?
 - (1). Yes - repair is complete.
 - (2). No - proceed to Step 10.
- 10.** Replace the glove compartment door. Refer to WSM, Section 501-12.

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